

Workhorse Message Board to Service Centers

Customer Safety Campaign 51101-C (2001 through 2011 model year W20, W20D, W21, and W22 models.) Bosch Brake Caliper Replacement.

**September 1,
2010**

ATTENTION: SERVICE MANAGERS, SERVICE ADVISORS, SERVICE TECHNICIANS AND WARRANTY ADMINISTRATORS

Workhorse Custom Chassis has decided that a defect which relates to motor vehicle safety exists in the Bosch ZOPS and ZOH-T slide-pin hydraulic disc brake systems. These service brake systems were installed on the Workhorse incomplete-vehicle chassis identified below and were subsequently used in the manufacturing of motor homes.

Please print and read the customer safety recall letter and Bulletin **51101-C** to become familiar with the final remedy procedures as you are likely to receive calls from customers asking questions relating to the letter, as well as, requests to schedule an appointment to have the remedy procedure performed on their vehicle.

Please schedule customers for service and follow all of the instructions contained in Bulletin **51101-C**.

Vehicles Involved

Certain W20, W21, W22 and W22D motor home chassis built from July 24, 2000, through August 2, 2010.

VIN Profile and 51101-C Review

Before the vehicle is brought to your dealership, initiate a review of the VIN profile to verify that the remedy procedure for this campaign needs to be performed and to assist in ordering the appropriate parts for that vehicle.

The dealer must also check the VIN profile for all affected 2001 through 2003 model year incomplete-vehicle chassis built from August 10, 2000, through July 29, 2002, to determine if the remedy procedure for safety campaign 50401-C has been completed. Follow procedure 1.1 as outlined in Bulletin **51101-C** if the remedy procedure for 50401-C has not been performed.

NOTE: Verify your organization completes a VIN profile review (as noted above) before scheduling an appointment.

Parts Required:

Caliper Kit	Quantity per Vehicle	Description
W8006753	2	Bosch Brake Caliper Kit

Each caliper kit includes the following:

Quantity per Kit	Description
2	Bosch Brake Calipers
2	Brake Bleeder Screws
1 Quarts	DOT 3 Brake Fluid
1 per 2 Kits	Campaign Completion Sticker

A safety campaign completion label will be included with every order of two W8006753 kits.

Slide Pin Kit Required to Close 50401-C, or, Required to Replace ZOPS Pins with ZOH-T Pins:

Part Number	Quantity per Vehicle	Description
W8000352	4	Slide Pin Kit

Parts are available through the normal Workhorse parts system.

Warranty Information:

Claim Description: --- Complete Customer Safety Recall Notice 51101-C; Replace all four Bosch service brake caliper assemblies; bleed the brake system; test brake performance; and utilize the trouble tree for diagnostic assistance.

Labor Operation: T5024- 3.0 hours - Bosch Brake Caliper Replacement

Use the following if safety campaign 50401-C is still open:

Labor Operation: T5002- 0.4 Hours - Replacement of ZOPS slide pins with ZOH-T pins

Note: Any additional time required to replace the slide pins must be submitted under this labor operation when completing 50401-C.

Note: Warranty coverage for any collateral damage to a wheel end will require authorization by your Regional Service Manager.

As outlined in Workhorse Policy and Procedures:

T5024 allows for "add labor" operations relating to the replacement of additional components at the wheel ends. Follow the Workhorse part retention policy and guidelines, as outlined in the Policy and Procedure manual (potential audit review), for warranty submission relating to components replaced.

If a customer has a question specific to this repair that cannot be answered by you, please have them contact Workhorse at (877) 246-7731.

Thank you for your immediate attention regarding this matter and please inform your entire service team.

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Files pertaining to message

[51101-C.pdf](#) -